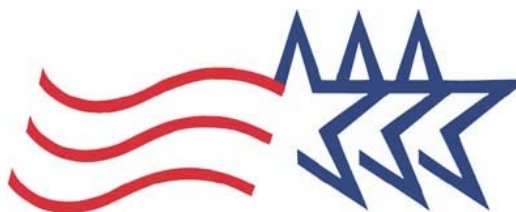


JANUARY 2002

DOD HEALTH SERVICES REGION IV



The GULFGRAM

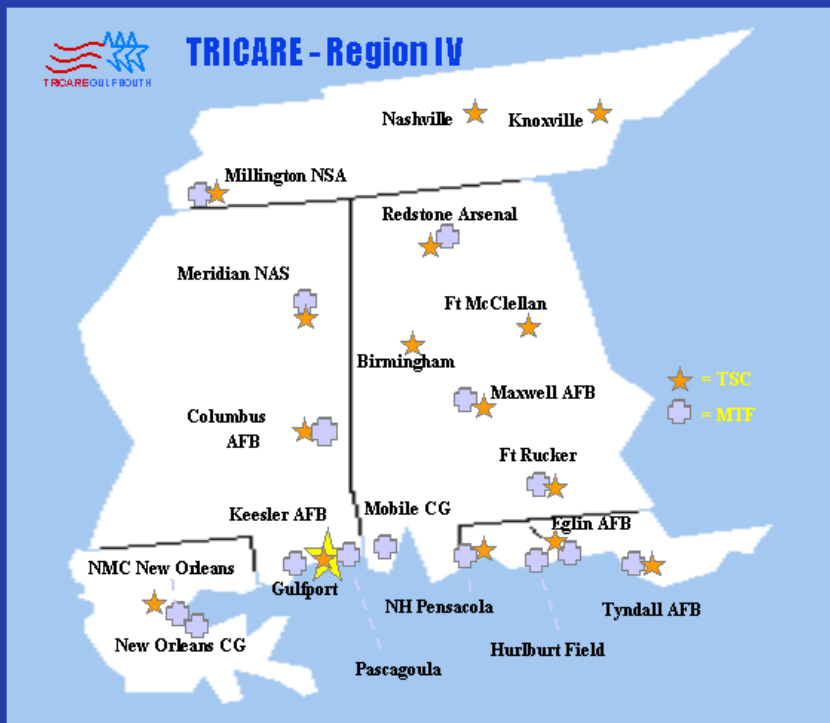


TRICARE GULFSOUTH

**TRICARE:
YOUR MILITARY
HEALTHCARE
SYSTEM**

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DoD Health Services Region IV Welcomes Two New MTF Commanders



Richard L. Buck
Captain, MC, USN
Commanding Officer
Naval Hospital Pensacola

Captain Buck became Commanding Officer, Naval Hospital Pensacola, Florida, in September 2001.

Prior to arriving in Pensacola, he was Assistant Chief for Plans, Analysis, and Evaluation at the Bureau of Medicine and Surgery from April 2000 to September 2001.

A native of Los Angeles, California, Captain Buck received a Bachelor of Arts Degree in Psychology from Dartmouth College

in 1969, a Master of Arts Degree in Physiology from Trinity College, Oxford (where he studied as a Marshall Scholar) in 1971, and a Master of Science Degree in Biochemistry from Imperial College, London, in 1972. Captain Buck was awarded a Doctor of Medicine Degree from Stanford University in 1977. He completed a year as an Assistant Resident in Internal Medicine at Yale-New Haven Hospital, and a residency in Preventive Medicine at Yale University. He received a Master of Public Health Degree in Epidemiology from Yale University in 1980.

Captain Buck is Board Certified in Preventive Medicine, and a Fellow of the American College of Preventive Medicine. He served as the Specialty Advisor to the Surgeon General for Preventive Medicine from 1991-94. He is a Senior Fellow of the Institute for Defense Education and Analysis at the Naval Postgraduate School; a 1994 graduate of the management in health care program, University of North Carolina Kenan-Flagler Business School and a member of the American College of Physician Executives. Captain Buck has written and lectured in the areas of preventive medicine, tropical medicine and medical management.

Captain Buck's decorations include the Legion of Merit (two awards), the Meritorious Service Medal (three awards), the Navy Commendation Medal, the Navy and Marine Corps Overseas Service Ribbon (six awards) and the Peruvian Cross for Naval Merit. Captain Buck was a finalist for the 1999 Frank Brown Berry Prize in Federal Medicine. He was a 1986 recipient of the Rear Admiral Charles Stephenson Award for Excellence in Preventive Medicine. The first year medical students at the University of Tennessee Health Science Center awarded Captain Buck the Golden Apple for teaching in Preventive Medicine in 1997 and 1999.



Stephen Jennings
Colonel, USAF, MC
Commander
96th Medical Group
Eglin AFB FL

Colonel Jennings became the Commander of the 96th Medical Group at Eglin AFB FL on 5 OCT 2001.

Colonel Jennings entered active duty as a Major in the United States Army Medical Corps in November 1980. He received his Bachelor of Science Degree for studies in Mathematics and Physics from the university of Georgia in 1970. In 1974, he received a Doctor of Medicine from the University of Chicago. His military education includes the Army Medical Department's Officers' Basic Course, the Army Medical Department's Officers' Advanced Course, the Air Force Military Indoctrination for Medical Service Officers, Physician in Management Seminar 1, 2, and 3, and the Combined Humanitarian Assistance and Relief Training Course.

Colonel Jennings first assignment was at Martin Army Community Hospital, Ft. Benning, Georgia, as the Chief, General Surgery, from 1980-1983. In 1983, he went to Ft. Sam Houston, Texas, as a student in the Army Medical Department Officers' Advanced Course. He was then transferred overseas as a staff surgeon at the 2d General Hospital, Landstuhl, Germany, from 1983-1985. He then spent two years (1985-1987) as a staff general surgeon, 196th Station Hospital, Supreme Headquarters Allied Powers Europe, Casteau, Belgium. In support of Operation PROVIDE COMFORT, he took command of the 39th TACG ATH deployed to Silopi, Turkey, from June 1990 to July of 1991. In support of Operation PROVIDE PROMISE in from 1993 to 1994, he took command of the 48th MG (JTFPP-FWRD), Camp Pleso, Croatia, while assigned to the 48th Medical Group, RAF Lakenheath, United Kingdom, as the Chief, General Surgery and Urology from 1987-1990. He served as the Chief, Surgical Services, from 1990-1993, and finally as the Chief of the Medical Staff and Deputy Medical Group Commander from 1993-1995. He served as the Vice Commander of the 60th Medical Group at Travis AFB California from 1995-1999. From 1999-2001, he was the Commander of the 59th Surgical Operations Group, 59th Medical Wing, Lackland AFB Texas.

Colonel Jennings' major awards include the Legion of Merit, the Meritorious Service Medal with 2 Oak Leaf clusters, the Air Force Commendation Medal, the Army Achievement Medal, the Southwest Asia Campaign Ribbon and the United Nations Service Medal.

TRICARE For Life

By Lt Col Ed Jenkins, USAF, MSC - Director, Medicare Subvention Program

Implementation of the TRICARE For Life (TFL) benefit has gone reasonably well to date. Through 29 Nov 01, over a million TFL claims have been received and a half a million have already been processed and paid. Two problems surfaced that you should be aware of. In October, DoD discovered that 13 percent of TFL beneficiaries, approximately 195,000 individuals, were inadvertently excluded from the list of TFL beneficiaries provided by DoD to the Center for Medicare and Medicaid Services (CMS). As a result TFL claims for these beneficiaries were not being sent to TRICARE. In mid-November, the TRICARE Management Activity (TMA) sent letters to each affected individual advising them of this potential problem. A hard copy of DD Form 2642, TRICARE Claim Form, was included in the mailing. If any TFL beneficiary identifies claims that were not sent to TRICARE after CMS processing, they will need to complete and return a DD Form 2642 to their TFL Claims processor. I am happy to note that TMA officials, working together with the Defense Manpower Data Center, reported on 7 Dec 01 that CMS now has an accurate list of all TFL beneficiaries.

The second problem involves the double payment of providers/individuals of supplemental

costs by TRICARE and the individual's other health insurance. TMA is working to solve this problem. In the meantime, individuals/providers who receive double payment from TRICARE and other health insurance should return these payments to their TFL claims processor. Please advise the beneficiary/provider to include a copy of the explanation of benefits with the refund check and a brief explanation of why the money is being refunded.

In Region 4, (except for individuals residing in Louisiana) the correct address to send these checks is :

Palmetto Government Benefits Administrators
TRICARE Refunds
ATTN: TRICARE For Life Region 3/4 Finance,
AG-900
P.O. Box 100279
Columbia, SC 29202-3279

Individuals in Louisiana should send these checks to:

WPS/TRICARE
P.O. Box 8999
Madison, WI 53708-8999



Coast Guard Involvement in Homeland Defense Efforts

by LCDR Guy Snyder, USCG

Chief, Medical Administrator

USCG Headquarters, Washington, D.C.

The events of September 11th focused this Nation in ways that it has not been focused in nearly 60 years. Life is not the same for any of us, and that is equally true for those who serve in the United States Coast Guard.

The smallest of the Armed Services, the Coast Guard is comprised of about 32,000 men and women dispersed all across the United States and in a few locations overseas. Since the events of September 11th the missions of the Coast Guard have changed little; however, a much greater emphasis has been placed on port

security and border patrols. Stretching already thin resources and utilizing aging platforms the Coast Guard finds itself with a razor thin margin for error.

MTF Commanders and our Managed Care Support Contractors help the Coast Guard perform its vital roles by ensuring our people are fit for duty at all times. Over 50% of Coast Guard units are located more than 60 miles from major MTFs and that creates unique challenges in the delivery of healthcare. Ensuring that Coast Guard men and women receive timely and

efficient appointments at locations close to their duty stations is paramount to our success. The loss of one crewmember for even one day can mean the difference between a unit successfully and safely completing its mission or failing.

As we struggle as a nation to combat terrorism let us not lose sight that we are "out of many, one." The United States Coast Guard is proud to be one of the many defending this great nation and thank the Medical Service Community for your service.



Contract Requirements – What Are They?

by Lt Col Michael P. Holway, USAF, MSC - Director, Contracting Division

Have you heard someone in your MTF say, “Humana is supposed to do that.” Well, the person who spoke those words may be right. Or he may be half right; or he may just be wrong. It all boils down to, “What are the contract requirements?”

Contract requirements are the language contained within the contract document, which is the foundation of the business relationship between the government and Humana Military Healthcare Services, Region 4’s contractor. The TRICARE Managed Care Support Contract is thousands of pages contained in numerous volumes. Its interpretation and implementation are daunting tasks for even seasoned professionals like Mr. J. Putney Goodwin, the Region 4 Administrative Contracting Officer, and Mrs. Janet Bryant, the Region’s Contracting Officer’s Representative. Compounding its complexity are the more than 500 modifications since the original contract was issued in 1996. To assist all parties understand “who-does-what-when-and-how,” the Managed Care Support Contractor (MCSC) Operations Manual (OPM) 6010.49-M and Automated Data Processing Manual (ADPM) serve as the principal vehicles for general operating instructions for the contractor. Since the ADPM focuses mainly on com-

puter operations, we’ll consider just the OPM in this article.

Contained within one volume, the OPM covers in detail contract administration; records management; financial administration; provider certification and credentials; provider networks; enrollment; utilization and quality management; claims processing; and much more. Each chapter contains a detailed table of contents which directs the reader quickly to the subject of interest.

For example, to answer the question, “How and when is a retiree notified of the need to renew their enrollment in TRICARE Prime?”, we look to Chapter 6, *Enrollment*, Section 1, paragraph 5.9.1, which states, “No later than 30 calendar days before the expiration date of an enrollment, the contractor shall send the appropriate individual ... a written notification of the pending expiration and renewal of the TRICARE Prime enrollment, and a bill for the enrollment fee....” We now have an authoritative answer to our question, based on contract requirements.

“Humana is supposed to do that.” Are you sure? Download an electronic version of the OPM at www.tricare.osd.mil and do your own research. Or, the MTF’s COR, usually a member of the facility’s managed care staff, is the front-line person who can provide guidance on contract requirements. And of course, the DoD Health Services Region 4 Contracting Division staff is always ready to support you and your COR!

New Comprehensive Breast Health Web Site Unveiled

By Parma E Rishel, MSN, RN

Department of Defense Health Services Region IV has established and maintains a breast health care team distributed through the region. This team is composed of physicians and nurses who are committed to “ensuring that health care providers and beneficiaries are knowledgeable about and have access to state-of-the-art breast cancer detection and treatment options.” The breast health team recently launched a comprehensive breast health information web site. Topics range from breastfeeding, monthly breast self-exam, clinical breast exams and mammograms, to breast cancer risk, detection, treatment and current clinical trials. This site offers information for both men and women in all walks of life.

The DoD Health Services Region IV Breast Health Information Site has been awarded the “Bobby Approval” for accessibility. Bobby is a web-based tool that analyzes web pages for their accessibility to people with disabilities. This site has also been nominated for the Air Force Five Star Award recognizing outstanding web sites.

This site continues to grow on a daily basis in an effort to become one of the most comprehensive breast health sites on the web. Please visit this site at:

http://region4.tricare.osd.mil/breast_health.

Parma Rishel is the Regional Breast Care Coordinator for DoD Health Services Region IV. She can be reached at DSN 597-7866 or email parma.rishel@keesler.af.mil.

The GULFGRAM

Lead Agent

Brigadier General Dan L. Locker, USAF, MC

Executive Director, TRICARE GulfSouth

Colonel John B. Carleton, USAF, MSC

The GulfGram is an official publication of the TRICARE GulfSouth Lead Agent office. Its purpose is to inform TRICARE GulfSouth MTF Commanders and staff about policies and newsworthy items of interest as the concepts of managed healthcare are applied in the Department of Defense TRICARE program. For questions or submission guidelines, contact the TRICARE GulfSouth Marketing office at (228) 377-9697 / DSN 597-9697. Submit articles to: Chief, Marketing, TRICARE GulfSouth, 111 G Street Bldg 5901, Keesler AFB MS 39534-2428.